

# A Report

# 2019

## Training Programme on Optical Dispensing



**VISION2020: THE Right TO Sight—INDIA**  
&  
**Bansara Eye Care Centre**  
Organise Workshop on  
**Optical Dispensing**  
Date: 6 & 7 December 2019 | Venue: Bansara Eye Care Centre, Shillong

### Supported By



**VISION 2020: The Right to Sight- INDIA**  
D-21, 2<sup>nd</sup> Floor, The Corporate Park,  
Near Sector – 8 Metro Station  
Dwarka, Sector- 21, New Delhi- 110077

## INTRODUCTION:

---

One of the crucial factors to deliver high quality eye care services is the availability of appropriately trained human resources. Optical dispensing describes the practice of the interpreting and dispensing of optical prescriptions by a person with a recognized qualification. This includes giving advice and instruction in the dispensing of spectacle lenses, spectacle frames (including their fitting), contact lenses, and any other optical device intended for correction of a defect of sight. Optical dispensing is a subspecialty of optometry which includes all procedures from the time the glass prescription is presented to the optician till the patient receives the pair of glasses satisfactorily. A trained optician is required for the management of avoidable blindness by means of modern scientific dispensing.

A workshop on Optical Dispensing was organized in coordination with Bansara Eye Care Centre on 6 and 7 December 2019. The workshop included lectures, discussions, role playing and 'hands-on' basic skills training.

Target audience- The training programme saw nearly 111 participants, working and studying in eye care including ophthalmic assistants, students and faculty from eye care, vision technicians, ophthalmic technicians, consultant optometrists, salesman cum fitter, and dispensing executive & opticians.

### Organization Participated

- Bansara Eye Care Hospital
- Mary Ward Health center
- Shija Eye Care Foundation
- Sri Sankaradeva Nethralaya
- Vision Spring

### SPEAKERS:-

Sr.no	Faculty	Organisation
1	RathindraDhar,	Carl Zeiss
2	Arijit Saha,	Carl Zeiss
3	Mr Don	Carl Zeiss
4	Kaushik Kr Dey	Essilor
5	Poulomi Banerjee	Essilor
6	Raktim Gogoi	Essilor

## OBJECTIVE:-

---

Build capacities of technicians and optical personnel in dispensing spectacles in different settings (Base hospital, Vision Center, Screening Programme etc.)

## TEACHING METHODS:-

---

- Presentations covering various aspects of Optical Dispensing (Theory with examples + practical demonstration)
- Group Discussions
- Hands on experience
- Video based learning

## DISCUSSIONS AND TRAINING ACTIVITIES:-

---

DAY 1- (06<sup>th</sup> December 2019)

- **Opening Remarks:-**

The training workshop opened at 9:30 a.m. with a welcome speech by Mr Aaron Basaiawmoit, CEO, Bansara Eye Care Hospital and Dr Ankita Priyadarshi, Programme Manager, VISION2020 INDIA, both focused on the purpose behind the workshop and its outcome.



MR AARON BASAIAWMOIT

- **Workshop Sessions and Discussions:-**

**First Session:** *Spectacle Lenses-* This session was conducted by *Mr Rathindra Dhar from Carl Zeiss* who introduced the



participants to Spectacle Lenses. He briefly explained the criteria of choosing lens material, explaining about the impact of these lenses and the ABBE VALUE which is a number given to describe the amount of chromatic aberration of an ophthalmic lens material.

He also focused on specific features and benefits of lens material and Advanced Coating.

MR RATHINDRA DHAR

## Second Session:

*Spectacle Frames-* The speaker *Mr Don* from *Carl Zeiss* explained about the types of frames and discussed the key points in frame selection, the features and benefits of lens material.

Later he elaborated on the different types of lens materials, its advantages and disadvantages. He updated the participants about a German brand "COCO LENI" which is an eyewear company that produces handmade acetate and metal frames and the materials used made them sustainable and eco-friendly. He further emphasized on the frame related adjustments, explaining how to adjust a frame and which moment is more crucial when the frame is adjusted to the patient. In the preparation section, which tools are required for frame adjustment and he gave some tricks of frame adjustment.



MR DON

## Practical session

This session was conducted by *Carl Ziess* about frames and lenses including frame selection.



Demonstration on Types of lenses & Frame



Instruction given on frame selection

**Third Session:** *Lens coatings-* this session was conducted by *Mr. Kaushik Kr Dey* from *Essilor*, he explained about the Anti Reflection Coating (ARC) which is a type of optical coating applied to the surface of lenses and other optical elements to reduce reflection. To make the session interesting, he added some life experience to make the participants understand in a better way. During the session, he distributed spectacle with lenses in the audience and told them to identify between uncoated and anti-reflection coated lenses, and later explained the difference and coating benefits as it improves vision, reduce eye strain and makes the eyeglasses

look more attractive. These benefits are due to the ability of AR coating to virtually eliminate reflections from the front and back surfaces of the eyeglass lenses

**Fourth Session: Bifocals-** This was a complete theoretical session presented by *Mr Don from Carl Ziess*, where he focused on the advantages and disadvantages of bifocals. He defined bifocals and the types of bifocals based on time of origin. Mr Don also explained that bifocals are commonly prescribed to people with presbyopia who also require a correction for myopia, hyperopia, and/or astigmatism.



MR KAUSHIK

**Fifth Session: Progressive additional lenses-** presented by *Mr Ajeet Saha from Carl Ziess*. During this session he discussed about basic designs, types and latest trends including digital technology. He explained the difference in progressive lenses from bifocals and system to successfully fit progressive lenses.



MR AJEET SAHA

**Sixth Session: Basics of dispensing-** This was a joint session by *Ms Poulomi Banerjee and Mr Kaushik from Essilor*, they introduced the basics of dispensing and its steps and in detail about satisfying the wearer. For that the mode of taking measurement is crucial which should be done while the wearer has the spectacle on. It is very important to suggest the frames to the patient as per

their face size and to check the frame parameters.

Further in the session on Pupillary Distance (PD)- which is the distance measured in millimetres between the centers of the pupils of the eyes and fitting height assessment – *Ms Poulomi* explained this as the first step to check lens position on the patient with markings on lens. Fitting cross should be on pupil centre, and then later remove markings with suitable solvent once happy. She further conducted practical session on PD and fitting height assessment.



MS POULOMI BANERJEE

## Hands on session

In this session, Essilor team explained the basis of dispensing and PD measurement. To make the session more interactive, frames with optical dispensing kit were distributed to the participants and instructed to take PD measurement on each other. Participants found it to be a very valuable experience. The final tip was a follow-up call to patients after 1 week of purchase.



*Hands on session on the measurement of Pupillary distance (PD) among the participants*

**Seventh Session:** *PAL (Progressive Addition Lenses) Technology* - This session was presented by *Ms Poulomi Banerjee* from *Essilor* explaining on the key technologies of latest PAL, its evolution and the alignment of this with the needs of the wearers.

**Eighth Session:** *PAL (Progressive Addition Lenses) Trouble shoots* - This session was conducted by *Ms Poulomi Banerjee* from *Essilor*, she explained that the various trouble - shooting complaints can be visual, postural and when the patient cannot get use to the lenses. She elucidated about the various steps

that needs to be taken when the customer comes with a problem. There can be possible causes of trouble shooting i.e incorrect refraction, incorrect monocular PDs, incorrect fitting height, inappropriate frame and fir, change in base curve and swapped lenses.

**Practical session:** *Usage of the leaflets/demo tools/charts-* During this session Carl Ziess team explained the tool for measuring Pantoscopic angle



*Demonstration by Carl Ziess of the Light protection stimulation device (LPSD) which gives you protection details from UV and harmful Blue lights*

Day1 wrapped up after this presentation followed by discussion.

DAY 2- (07<sup>th</sup> December 2019)

**First Session: Product induction-** This session was presented by *Ms Poulomi Banerjee* from *Essilor* on the kind of lenses produced by Essilor.



During the lecture session, participants were asked to find out the difference between the transitional and non transitional lenses during the lecture session.

**Second Session: Refraction-** This session was conducted by *Mr Rathindra Dhar* from *Carl Zeiss* on how to provide the right prescription based on lifestyle/working distance etc. He explained about the patient's needs, getting to know about how the patient spends their days, help one to understand their visual needs. For example, if a patient spends a lot of time on the digital device, a digital lens could be a good choice. Later Mr Dhar detailed on ZEISS M.I.D technology.

**Third Session: Product induction-** *Mr Ajeet Saha* from *Carl Ziess*, focused on importance of AR coating and the AR coating products available with Zeiss.

**Fourth Session: Pediatric Dispensing-** This was a complete theoretical session presented by *Mr Don* from *Carl Ziess*, where he explained about pediatric dispensing to children of age group below ranging to 16 years i.e from babies to mid teens. It is used not only for correction of refractive errors but also to

correct binocular vision anomalies. And it requires a great communication skills and fitting techniques and patience for dispensing.

Mr Don also focused on the points to remember when choosing the frame and lens selection for children, for e.g., glass material should not be advised for kids because it is prone to damage.

**Fifth Session: Communication workshop-** This was conducted by Mr Raktim Gogoi from Essilor where he elaborated on the creating sales opportunities and explained the steps in the sales process. He emphasized on getting to know the patient as the most important step before deciding on the frame.

**Sixth Session: Sales game-** Through a video it was explained how to interact with the patient and examine him/her by asking certain sets of question.

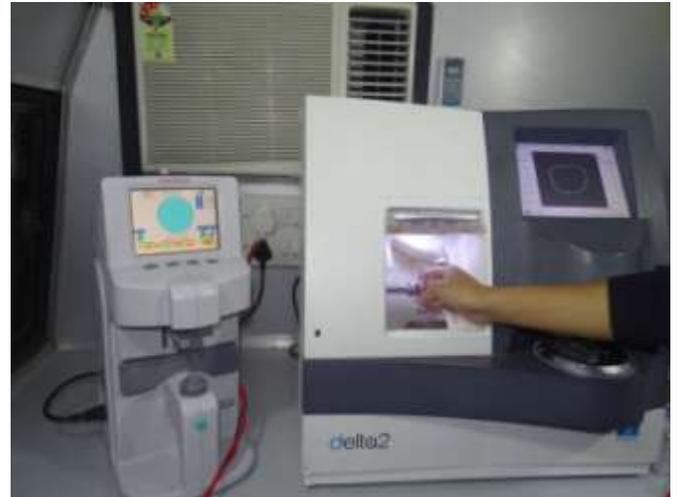
**Seventh Session: lens fitting-** A video of lens fitting was also played to give a basic knowledge of the procedure. Then the participants were divided in groups and visited Bansara Eye Care hospital for getting a hands on experience on lens fitting.



*Demonstration on Lens fitting at Banasara Eye Care hospital*



**MR RAKTIM GOGOI**



Lens meter (left) and Auto lens edger machine (right)



Optical Dispensing kit distributed to the institutes

## RECOMMENDATIONS

---

- Participants recommended including:-
  1. Geriatric spectacle dispensing.
  2. More practical session on lens fitting.
  3. More session on Pediatric dispensing.

## ACKNOWLEDGEMENTS OF COLLABORATIONS

---

- *Our sincere thanks to Orbis India for their support towards conducting this training programme.*
- *Our sincere thanks to Dr Jennifer Basaiawmoit, Chief Medical Director, Mr Aaron Basaiawmoit , CEO, Bansara Eye Care Centre, Shillong for hosting the workshop and also for their generous support.*
- *We are sincerely thankful to all the resource persons – Mr Rathindra Dhar, Mr Don, Mr Arijit Saha from Carl Zeiss and Ms Poulomi, Mr Kaushik and Mr Raktim Essilor India.*
- *We are grateful to our Corporate Advisory Board (CAB) members for their continuous support.*
- *Our sincere thanks to all the delegates, participated in the training and thanks for their encouraging response*
- *We are thankful to the leaders of our member organisations for sending their representatives to attend the training*
- *We are extremely thankful to each and every one who supported us to make this programme a grand success.*

## ANNEXURES ATTACHED

---

Annexure 1: Programme agenda

### **Annex 1: Programme agenda**

<b>DAY 1 (6 Dec.)</b>		<b>AGENDA</b>	
<b>Time</b>	<b>Topics</b>	<b>Details</b>	<b>Faculty</b>
9.15-9.30 am	Inaugural & Welcome	Idea Behind such workshops and expected outcome and scale up actions	Dr Ankita, VISION 2020 INDIA & Aaron Basaiawmoit, Bansara
9.30-10.15	Spectacle Lenses	Spectacle Lenses-Materials/properties/Ref Index/Hard Coats/Mirror coats-etc.	RathindraDhar, Carl Zeiss
		(This will be a theory session with lots of pics and interactions and demo lenses-etc.)	
10.15-11.00 am	Spectacle Frames	Different types of frames/uses/selection criteria/Materials/Other properties	Mr Don, Carl Zeiss
		Theory + Exposure to practicals	
11.00-11.30 am	Lens Coatings	ARC/How does this work/How to communicate-detailing	Kaushik Kr Dey Essilor
		Practical Implication	
11.30-11.45 am	<b>TEA BREAK</b>		
11.45-12.15 pm	Bifocals	Details of Bifocals/Types/Selection and Fitting details	Mr Don, Carl Zeiss
		Theory only	
12.15-1.15 pm	Progressive addition Lenses	Basics/Designs/Types/Latest Trends/Digital Technology=etc	Arijit Saha, Carl Zeiss
		Theory only + patient selection+ frame selection	
1.15-2.00 pm	<b>LUNCH BREAK</b>		
2.00-3.30 pm	Basics of Dispensing	Hands on session for Optical measurements-PD/Frame alignment/Marking-etc	Poulomi/Kaushik/Raktim, Essilor
3.30-4.00 pm	PAL - Technology	Key Technologies of latest PAL-How to align this with the needs of wearers/Lifestyle Dispensing	Poulomi Banerjee, Essilor
		Theory only + practical demonstration	
4.00-4.15 Pm	<b>Tea break</b>		

4.15-5.00 pm	PAL Trouble Shoots	How to do a good trouble shoot and delight the customers Theory only + Practical demonstration	Poulomi Banerjee, Essilor
<b>DAY 2 (7 Dec.)</b>			
<b>Time</b>	<b>Topics</b>	<b>Details</b>	<b>Faculty</b>
9.00-9.45 am	Product Induction	Details of the commercial products	Poulomi Banerjee, Essilor
9.45-10.15 am	Refraction	How to provide the right prescription based on the life style/working distance-etc. Theory only WITH EXAMPLE....	Rathindra Dhar, Carl Zeiss
10.15-11.00 am	Product Induction	Details of the commercial products	ArijitSaha, Carl Zeiss
11.00-11.30 am	Pediatric Dispensing	Things to remember while dispensing for kids Theory only	Mr Don, Carl Zeiss
11.30-11.45	TEA BREAK		
11.45-12.45	Communication Workshop	How to pitch products to the wearers/Effective communication Video based learning	Raktim Gogoi Essilor
12.45- 1.45	Sales Game	Interaction between the " ECPs and end users" - Role plays	Poulomi/Kaushik/ Raktim, Essilor
1.45- 2.15	LUNCH BREAK		
2.15- 2.35	Open session	How to do a good trouble shoot and delight the customers?	Carl Zeiss, Essilor, Bansara
2.35- 2.55	Vote of thanks/Certificates/Closing		Bansara & V2020
2:55- 3:00	Group Photo		
3.30- 5.00	PRACTICAL SESSION AT BANSARA EYE CARE HOSPITAL		
	Lens fitting	Hands on workshop on the lens fitting	Bansara and video by Essilor
<b>Group sessions 6 groups (20 mins for each group)</b>		Visit to the Optical workshop	Carl Zeiss
		Usage of the leaflets/demo tools/charts-etc.	Carl Zeiss
5.00-5.30 Pm	Tea Break and Close		

